

CC14 Complaints and medical error

Knowledge	Assessment Methods	GMP Domains
<p>Basic consultation techniques and skills described for Foundation programme and to include:</p> <p>Define the local complaints procedure</p> <p>Recognise factors likely to lead to complaints (poor communication, dishonesty etc)</p> <p>Adopt behaviour likely to prevent complaints</p> <p>Dealing with dissatisfied patients or relatives</p> <p>Recognise when something has gone wrong and identify appropriate staff to communicate this with</p> <p>Act with honesty and sensitivity in a non-confrontational manner</p>	C, D, M	1
Outline the principles of an effective apology	C, D, M	1
Identify sources of help and support when a complaint is made about yourself or a colleague	C, D, M	1
Skills		
Contribute to processes whereby complaints are reviewed and learned from	C, D, M	1
Explain comprehensibly to the patient the events leading up to a medical error	C, D, M	1, 3
Deliver an appropriate apology	C, D, M	1, 3, 4
Distinguish between system and individual errors	C, D, M	1
Show an ability to learn from previous error	C, D, M	1
Behaviours		
Take leadership over complaint issues	C, D, M	1
Recognise the impact of complaints and medical error on staff, patients, and the National Health Service	C, D, M	1, 3

Contribute to a fair and transparent culture around complaints and errors	C, D, M	1
Recognise the rights of patients, family members and carers to make a complaint	C, D, M	1, 4
Level Descriptor		
1	<p>Defines the local complaints procedure</p> <p>Recognises need for honesty in management of complaints</p> <p>Responds promptly to concerns that have been raised</p> <p>Understands the importance of an effective apology</p> <p>Learns from errors</p>	
2	<p>Manages conflict without confrontation</p> <p>Recognises and responds to the difference between system failure and individual error</p>	
3	<p>Recognises and manages the effects of any complaint within members of the team</p>	
4	<p>Provides timely accurate written responses to complaints when required</p> <p>Provides leadership in the management of complaints</p>	
Emergency department context		
1	<p>Responds to request for statements regarding a complaint within one week of receiving request</p> <p>Acknowledges shortcomings in care and is not defensive</p>	
2	<p>Seeks review from MDU/MPS on statement where appropriate</p> <p>Appropriately assesses individual contribution to complaint and apologises appropriately</p>	
3	<p>Recognises when complaint well founded and distinguishes from general patient dissatisfaction, changing behaviour where appropriate</p>	
4	<p>Can manage a complaint and write a draft response</p> <p>Ensures that patient safety issues are identified and appropriately dealt with in any form of complaint.</p>	
Leadership	<p>Specialty trainees should demonstrate competence in all elements of domains, with some evidence in setting direction</p>	
Demonstrating personal qualities	<p>Accepts criticism from patient and demonstrates personal awareness and willingness to change</p> <p>Recognises the pressure of the ED can lead to complaints and takes</p>	

	steps to mitigate against the risk of poor communication, or attitudinal problems
Working with others	Supports junior trainees in responding to complaint
Managing the service	Manages complaint in timely way and delivers on action plan from complaint *
Improving services	Uses complaints to guide ED service review and development
Setting direction	Aims to reduce complaints by analysis of most common reasons and increasing staff awareness of risk ***